Merit Gang background check final report

Executive Summary

There was an allegation about potential conflict of interest and anti-competitive practices at Thai Life Insurance Public Company Limited (Thai Life), we analysed Thai Life's selected vendor, Merit Gang Company Limited (Merit Gang), to find the evidence to substantiate the allegation.

We conducted desktop search and analysed the information obtained from the undisclosed source including call logs and bank statements of Merit Gang's shareholders, Ms. Thanaporn Jitkrajang and Ms. Keeratikorn Lorlerlert.

The desktop search result reveals that majority of Merit Gang's revenues were received from Thai Life since the company was registered. Moreover, the revenue has been rapidly growing over years. Ms. Thanaporn and one of Thai Life employees, Ms. Duangduen Kongkasawad who is the head of Corporate Communication Department are friends on Facebook.

We found that Ms. Thanaporn made many phone calls to one of Thai Life registered mobile numbers which we later found that mobile number was being used by Mr. Chai Chaiyawan, CEO of Thai Life.

In addition, we found that Ms. Keeratikorn transferred THB 2,000 to Ms. Kreuwal Chankum, one of Mr. Chai Chaiyawan's secretaries.

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1. Background Check

We performed desktop search of Merit Gang Company Limited (Merit Gang), one of Thai Life vendors, to understand the company background and identify any suspicion.

1.1. General information

Merit Gang is an advertising and event company which registered as company on 27 May 2009. Its office is located at Baan Klang Muang village around Lat Phrao area.

General Information		
1	Registered Number	0105552050729
2	Registration Date	27 May 2009
3	Registered Capital (THB)	1,000,000.00
4	Registered Address	16/50 Chorakhe Bua, Lat Phrao, Bangkok 10230
5	Telephone	02-937-3931

Figure 1: Office Location

1.2. Shareholders

Merit Gang has three shareholders which are Ms. Thanaporn Jitkrajang, Ms. Keeratikorn Lorlerlert, and Ms. Kanungnit Jitkrajang who are holding 69%, 30%, and 1% of shares, respectively.

We performed desktop search and found that Ms. Kanungnit is Ms. Thanaporn's niece. Besides, at least four family members of Jitkrajang's family seem to work at Merit Gang as shown in Figure 2. Thus, it is most likely that Merit Gang is a family business.

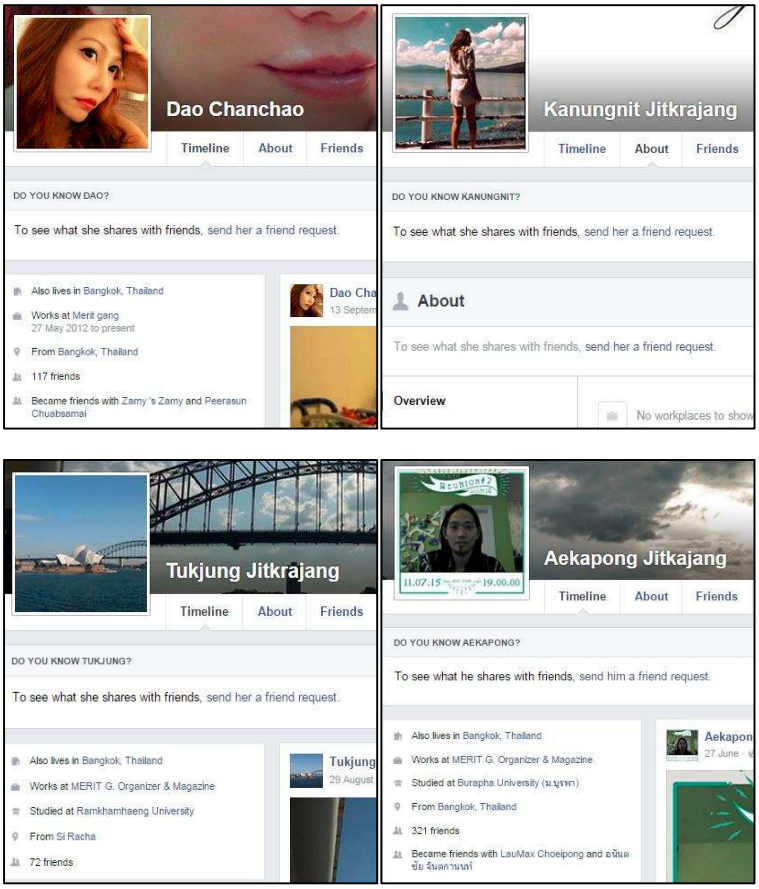

Figure 2: Facebook profiles of Jitkrajang family members who work at Merit Gang.

Moreover, we were informed by one undisclosed source that Ms. Thanya Jitkrajang is Ms. Thanaporn's sister. We then searched Ms. Thanya's Facebook profile and found that she is a spouse of Mr. Saichon Radomkij, the member of 'the Palace' band (see Figure 3). We were informed that Thai Life often hires this band for many events.

Figure 3: a photo of identity information found in Ms. Thanya's Facebook (left) and Mr. Saichon's Facebook profile (right)

1.3. Products and Services

Merit Gang is an event organiser and provides advertising services. According to the company's Facebook as shown in Figure 4, we found that most events that they organised were for Thai Life. This implies that Thai Life is its key customer.

Figure 4: Events organised by Merit Gang

Merit Gang is also responsible for Zogzag magazine publishing. Zogzag is a monthly lifestyle magazine targeting the generation Y readers. The theme of ZogZag is 'curiosity'. Note that almost all of advertisings in ZogZag are Thai Life and its subsidiaries such as Thai Credit retail Bank. Thai Life was also responsible for all subsidiaries' advertising costs.

1.4. Financial background

We analysed Merit Gang's financial statements from 2009 to 2014 as shown in Figure 5. The sales revenue in 2009 was only THB 2,160,734.81, but it increased significantly to THB 41,819,546.06 in 2010 or equals to more than 20 times of sales revenue in 2009.

Furthermore, the sales revenues were still continuously increasing to THB 189,591,101.38 in 2014.

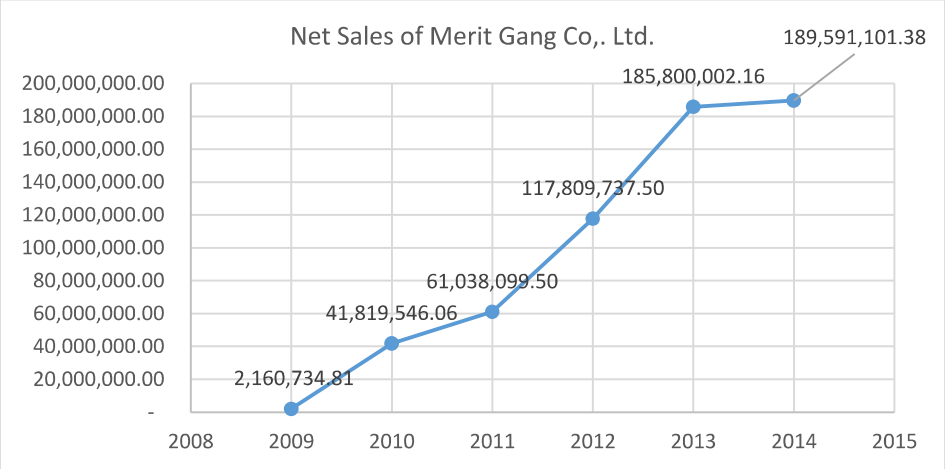

Figure 5: Net Sales of Merit Gang of 2009 to 2014

We also conducted further analysis to see the proportion of Net Sales and Revenue received from Thai Life as shown in Figure 6.

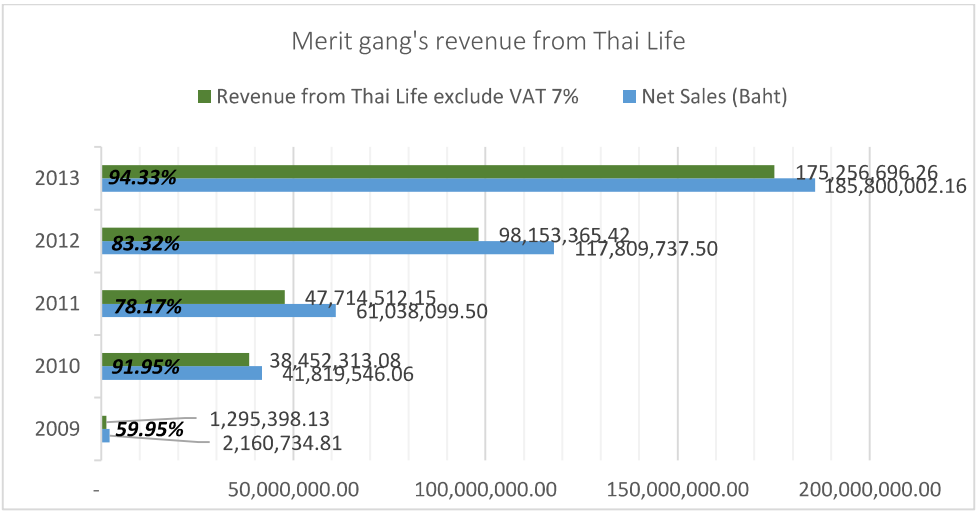

Figure 6: Net Sales comparing to Revenue from Thai Life

According to Figure 6, we can see that there is significant proportion of revenue from Thai Life comparing to Merit Gang's Net Sales. In addition, during 2009 to 2013, the percentage of Merit Gang's revenue that received from Thai Life to Merit Gang's total revenue are 59.95%, 91.95%, 78.17%, 83.32%, and 94.33%, respectively. Moreover, the average of revenue from Thai Life per total revenue is 81.54%. Thus, we can conclude that Thai Life is the only Merit Gang's key customer. See details in Table 1.

Vendor name	Year	Net Sales (THB)	Revenue from Thai Life (THB)	Revenue exclude VAT 7% (THB)	% of revenue from Thai Life
Merit Gang Co., Ltd	2009	2,160,734.81	1,386,076.00	1,295,398.13	***59.95%***
	2010	41,819,546.06	41,143,975.00	38,452,313.08	***91.95%***
	2011	61,038,099.50	51,054,528.00	47,714,512.15	***78.17%***
	2012	117,809,737.50	105,024,101.00	98,153,365.42	***83.32%***
	2013	185,800,002.16	187,524,665.00	175,256,696.26	***94.33%***

Table 1: Percentage of Merit Gang's Revenue from Thai Life

1.5. Relationship with Thai Life employees

According to our desktop search, we found that a head of corporate communication department in Thai Life, Ms. Duangduen Kongkasawad, had commented on Ms. Thanaporn's profile as shown in Figure 7.

Figure 7: Ms. Duangduen Kongkasawud's comment in Ms. Thanaporn's Facebook profile

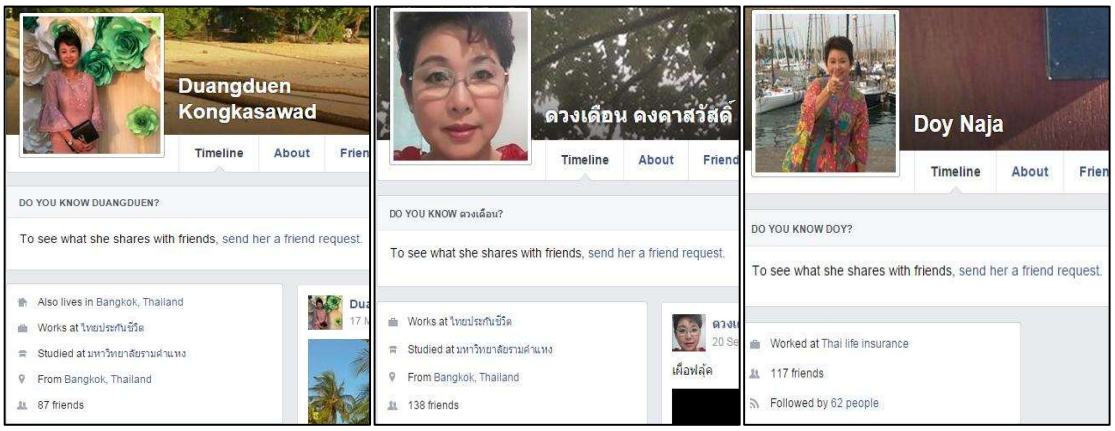

Figure 8: Ms. Duangduen Kongkasawud's Facebook profile

Besides, Ms. Duangduen has three Facebook accounts named Duangduen Kongkasawad; ดวงเดือน คงคาสวัสดิ์; and Doy Naja. All three Facebook accounts are friends with Ms. Thanaporn as shown in Figure 8. This may imply a close relationship between Ms. Thanaporn and Ms. Duangduen.

2. Call Logs

We obtained call logs of Merit Gang shareholders (Ms. Thanaporn Jitkrajang and Ms. Keeratikorn Lorlerlert) from the undisclosed source. Our analysis also led to many phone numbers that registered under Thai Life.

2.1. Data periods

The data used in this section includes data sets which are call logs of 1) Ms. Thanaporn Jitkrajang, 2) Mr. Chai Chaiyawan, and 3) Ms. Duangduen Kongkasawad. Each data set is call log of different time periods. We then separated call log data into two groups by intersection of data (see Figure 9).

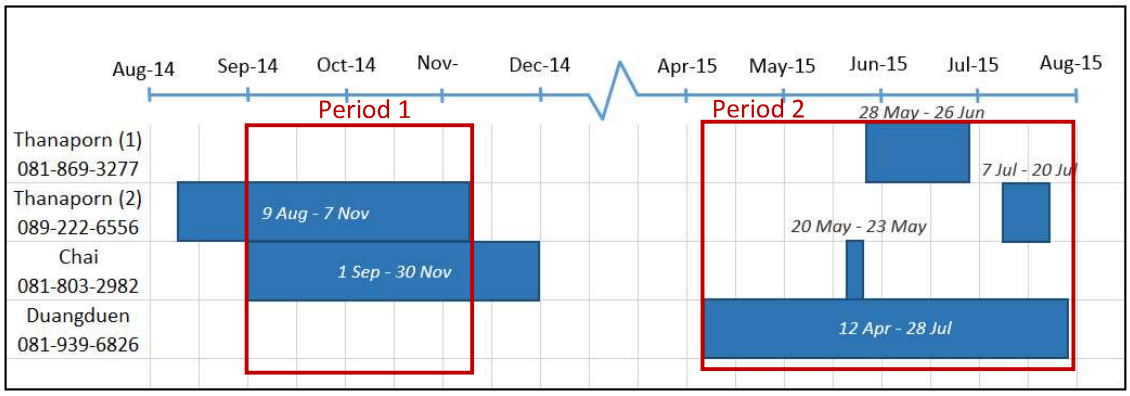

Figure 9: Call logs data periods

2.2. Analysis

In this section, we will carry out the analysis on call logs to examine the evidence of relationship between Ms. Thanaporn and Thai Life executives by clustering, visualising data and finding association of data.

2.2.1. Finding summary

Relationship

Figure 10 summarised the frequency and duration of calls from 1 September to 7 November 2014 (period 1). The ellipse nodes correspond to people whose call logs were used in this analysis. The square nodes correspond to people or party who we do not have their call logs. The direction of arrows demonstrates the dial-in.

This visualisation demonstrates that Ms. Thanaporn, the major shareholders of Merit Gang made several phone calls to Thai Life phone number which later found to be Mr. Chai's office direct line.

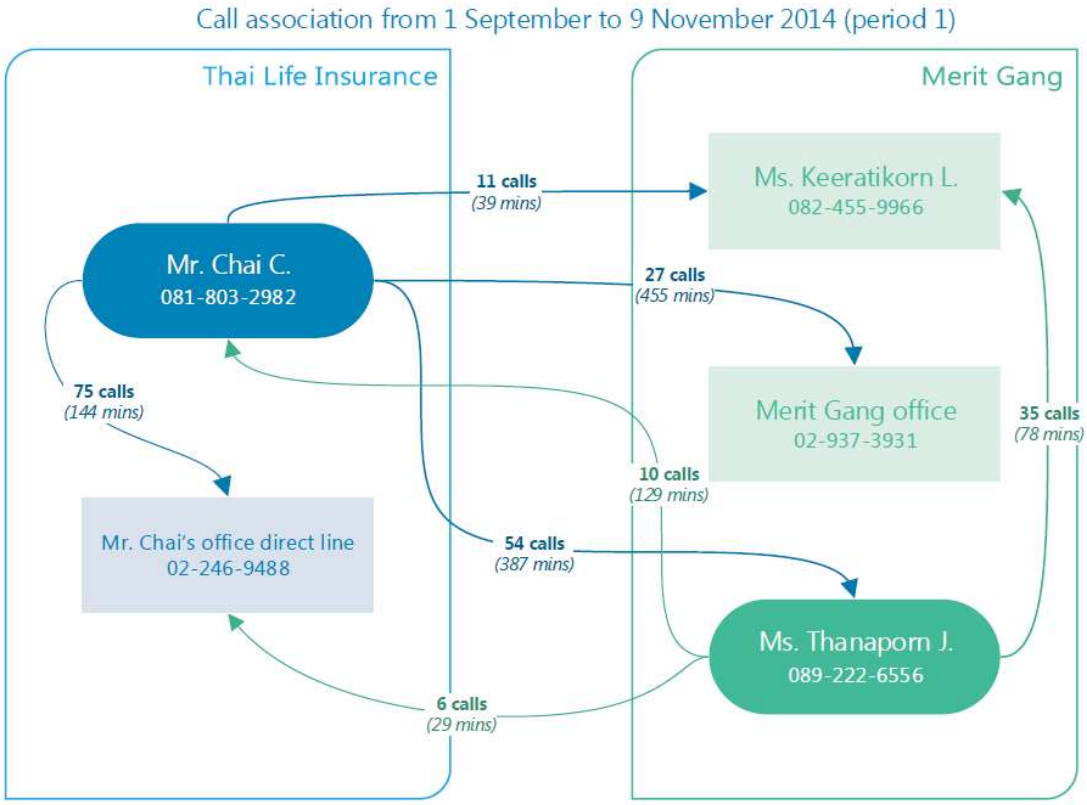

Figure 10: Calls association from 1 September to 7 November 2014 (period 1)

Figure 11 sums up the frequency and duration of calls from 12 April to 28 July 2015 (period 2). The majority of call log data that we have during this period is Ms. Duangduen's call log data. This figure illustrates that Ms. Duangduen had made many phone calls to Ms. Thanaporn.

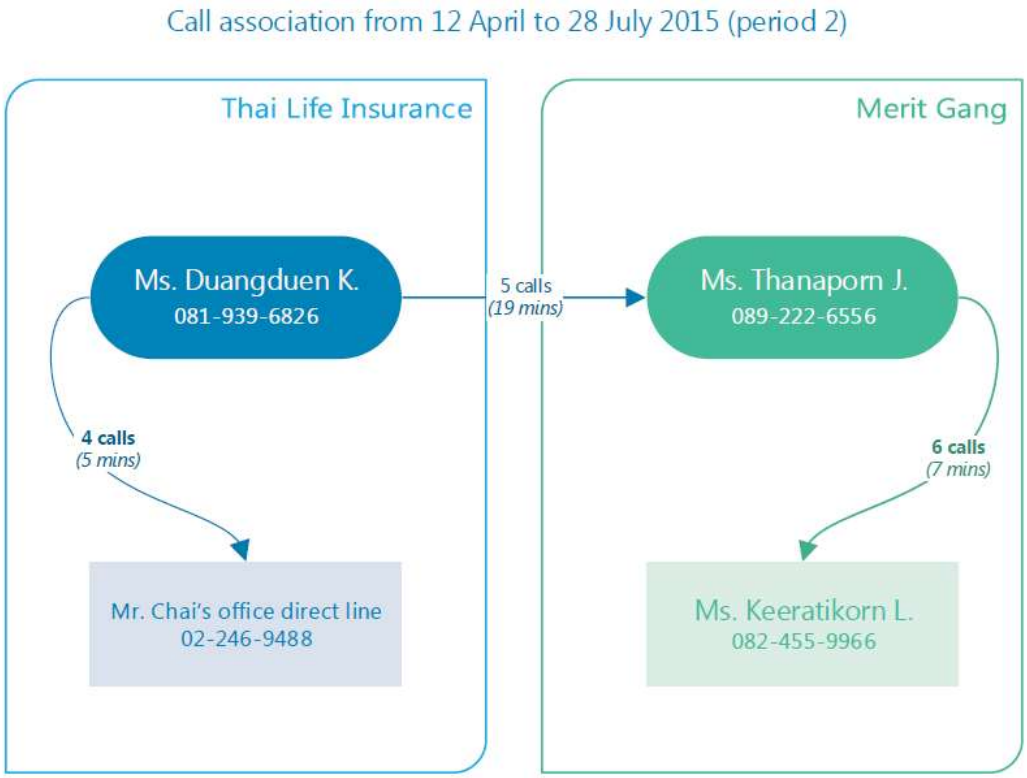

Figure 11: Call association from 12 April to 28 July 2015

- Ms. Thanaporn Jitkrajang

According to call log of number 089-222-6556 from 9 August to 7 November 2014, most frequent calls to which Ms. Thanaporn made was 082-455-9966, and 081-803-2982 (Mr. Chai). In terms of duration of calls, Ms. Thanaporn made the longest calls to Mr. Chai.

- Mr. Chai Chaiyawan

According to call log of number 081-803-2982 from 1 September to 30 November 2014, we found that the majority of calls were made to 089-222-6556 (Ms. Thanaporn), 02-246-9488 (his office direct line), and 02-246-9607 (Thai Life office). In terms of call duration, he made the longest phone calls to Ms. Thanaporn as well.

Then, regarding timing of calls, the majority of Mr.Chai calls made to Ms.Thanaporn were made during non-business hours[1] including some calls around midnight and/or over the weekend (see Table 2). With respect to timing of calls that Mr. Chai made to Ms. Thanaporn, there is a possibility that the relationship between them could be a personal relationship.

[1] Non-business hours in this context mean the call made from 6 pm to 8 am on weekdays and all calls on weekend.

Date	Time	Caller number	Destination number	Origin of call
10-Sep-14	23:56:38	0818032982	029373931	Bangkok
12-Sep-14	23:19:04	0818032982	0892226556	Bangkok
27-Sep-14	22:44:58	0818032982	0891613786	Maha Sarakham
04-Oct-14	22:42:36	0818032982	0892226556	Phrae
11-Oct-14	22:41:20	0818032982	0824559966	Chonburi
14-Oct-14	00:23:53	0818032982	0892226556	Bangkok
15-Oct-14	23:00:13	0818032982	0824559966	Bangkok
05-Nov-14	22:44:26	0818032982	0891613786	Chon Buri
14-Nov-14	22:52:53	0818032982	0892226556	Bangkok
16-Nov-14	00:13:13	0818032982	0818439599	Bangkok
19-Nov-14	23:32:36	0818032982	0892226556	Bangkok
25-Nov-14	22:51:00	0818032982	029373931	Bangkok
26-Nov-14	23:25:36	0818032982	0891613786	Bangkok

Table 2: Examples of late night phone calls

- Ms. Duangduen Kongkasawad

According to Ms. Duangduen call log from 12 April to 28 July 2015, Ms. Duangduen called Ms. Thanaporn five times during this period. As regards date and timing of calls, calls made to Ms. Thanaporn were made on weekdays during both business and non-business hours.

Common destination numbers of Ms. Thanaporn and Mr. Chai

There are two common destination numbers that Ms. Thanaporn and Mr. Chai called which are 02-246-9488 (Mr.Chai's office direct line) and 082-455-9966. After verification, we found that the number 082-455-9966 belongs to Ms. Keeratikorn Lorlerlert, another shareholder of Merit Gang.

We assumed that the number 082-455-9966 might be a shared number of Ms. Keeratikorn and Ms. Thanaporn. But, as stated in Table 3, the majority of calls Mr. Chai made to Ms. Keeratikorn are followed by calls to Ms. Thanaporn. This can prove that this number is not a shared number between Ms. Keeratikorn and Ms. Thanaporn.

Date	Time	Caller number	Destination number	Owner
08-Sep-14	20:35:57	081-803-2982	082-455-9966	Keeratikorn Lorlerlert
08-Sep-14	21:03:21	081-803-2982	089-222-6556	Thanaporn Jitkrajang
23-Sep-14	22:14:24	081-803-2982	082-455-9966	Keeratikorn Lorlerlert
23-Sep-14	22:29:27	081-803-2982	02-937-3931	Merit Gang office
10-Oct-14	14:29:28	081-803-2982	082-455-9966	Keeratikorn Lorlerlert
10-Oct-14	14:30:20	081-803-2982	082-455-9966	Keeratikorn Lorlerlert
10-Oct-14	20:14:10	081-803-2982	082-455-9966	Keeratikorn Lorlerlert
10-Oct-14	21:27:59	081-803-2982	089-222-6556	Thanaporn Jitkrajang
11-Oct-14	18:30:05	081-803-2982	089-222-6556	Thanaporn Jitkrajang
11-Oct-14	22:41:20	081-803-2982	082-455-9966	Keeratikorn Lorlerlert
16-Oct-14	19:04:10	081-803-2982	082-455-9966	Keeratikorn Lorlerlert
16-Oct-14	19:05:10	081-803-2982	089-222-6556	Thanaporn Jitkrajang
19-Oct-14	19:09:26	081-803-2982	082-455-9966	Keeratikorn Lorlerlert
19-Oct-14	21:01:13	081-803-2982	089-222-6556	Thanaporn Jitkrajang
03-Nov-14	21:13:11	081-803-2982	082-455-9966	Keeratikorn Lorlerlert
03-Nov-14	21:17:02	081-803-2982	02-937-3931	Merit Gang office
10-Nov-14	18:22:48	081-803-2982	082-455-9966	Keeratikorn Lorlerlert
10-Nov-14	18:49:47	081-803-2982	089-222-6556	Thanaporn Jitkrajang
27-Nov-14	11:32:44	081-803-2982	082-455-9966	Keeratikorn Lorlerlert
27-Nov-14	11:35:44	081-803-2982	089-222-6556	Thanaporn Jitkrajang

Table 3: Selected calls from call log number 081-803-2982

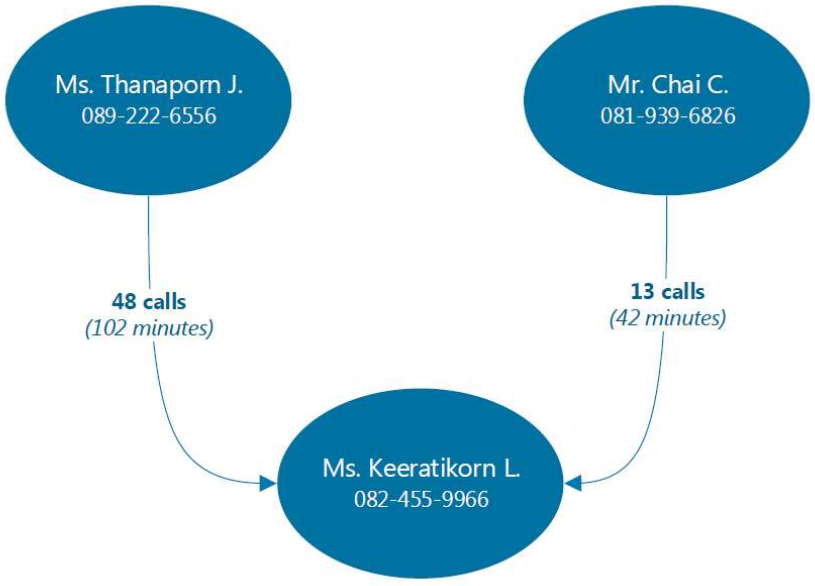

Figure 12: Common destination number between Mr. Chai and Ms. Thanaporn

According to the above Figure, Ms.Thanaporn made phone calls to Ms. Keeratikorn 48 out of 179 calls and Mr.Chai called this number 13 out of 379 calls.

Common destination numbers of Ms. Duangduen and Mr. Chai

According to Ms. Duangduen and Mr. Chai call logs, there are four common destination numbers which are 02-246-9488 (Mr.Chai's office direct line), 089-222-6556 (Ms. Thanaporn), 089-815-9880 and 089-926-1020. The owners of number 089-815-9880 and 089-926-1020 are still unknown (see Figure 13).

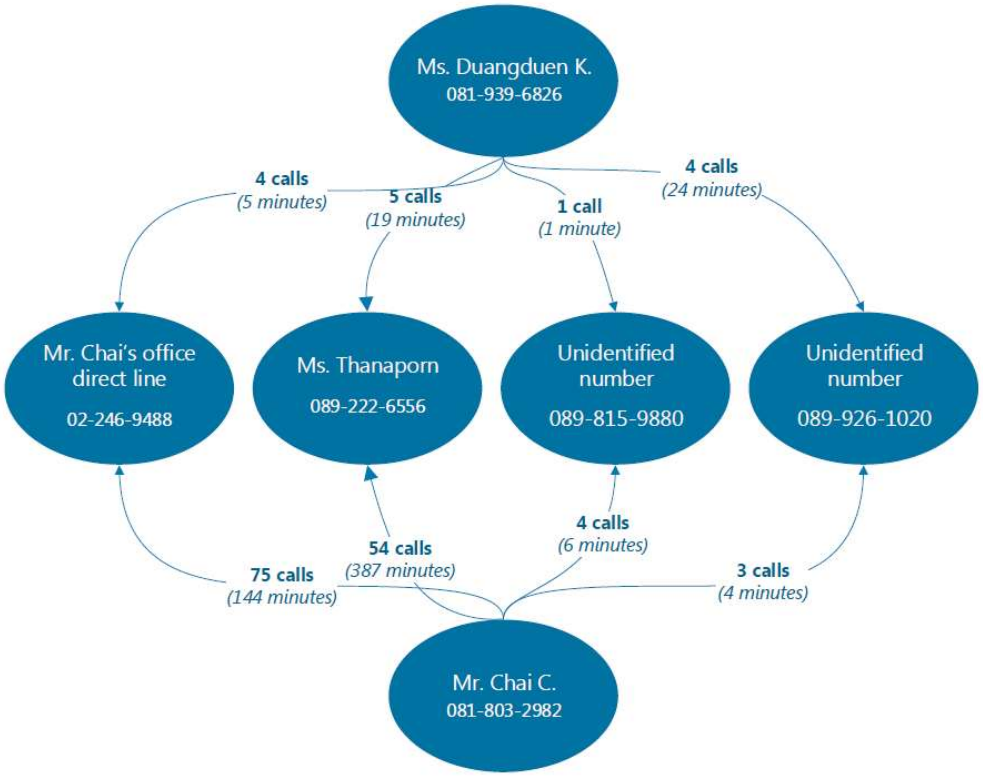

Figure 13: Common destination numbers between Ms. Duangduen and Mr. Chai

Common destination numbers of Ms. Duangduen and Ms. Thanaporn

There are also common destination numbers between Ms. Duangduen and Ms. Thanaporn which are 02-246-9488 (Mr.Chai's office direct line) and 081-804-2475. The number 081-804-2475 is Ms. Duangduen top calls; she made calls to this number 63 times from 12 April to 28 July 2015 (see Figure 14). We made a verification call to this number and the receiver said his name is 'Isara'. We found a Facebook account named 'José Valentín Isara Pittayasiri' which is also Ms. Duangduen's Facebook friends. We also found a comment showing that Ms. Duangduen is more likely to be his mother (see Figure 15). Hence, there is a possibility that Isara may also know Thanaporn.

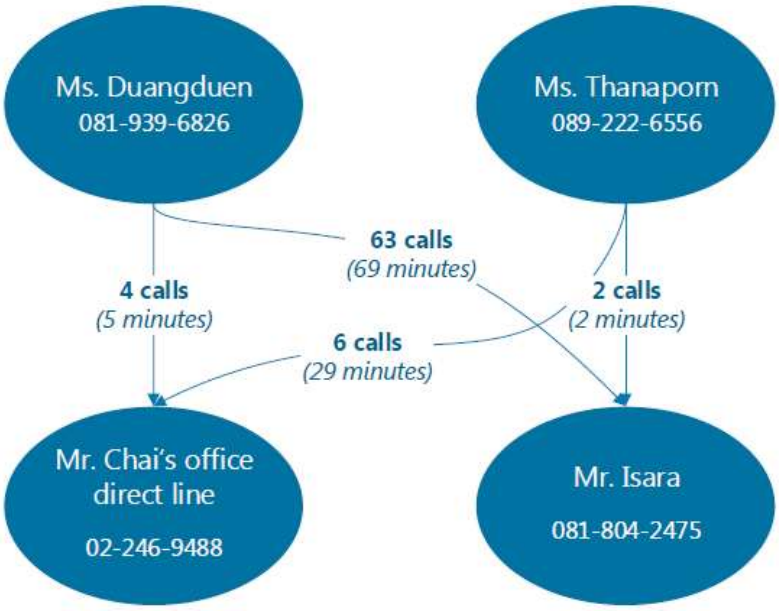

Figure 14: Common destination numbers between Ms. Duangduen and Ms. Thanaporn

Figure 15: Ms. Duangduen's comment in Mr. Isara's Facebook profile

Other findings

We found that some numbers might be no longer used which are:

Phone number 081-803-2982 (Mr.Chai's number)

According to call log of number 081-803-2982 from 20 to 23 May 2015, all numbers that have been called by this number do not match with the numbers Mr. Chai called to during 1 September to 30 November 2014. No phone calls were made to Thai Life office. We also called this number and there was an unknown lady picked up the call.

3. Bank Statements

We also obtained bank statements of Merit Gang's shareholders including their corporate accounts from the undisclosed source. Our analysis led to one of Mr. Chai's secretaries, Ms Kreuwal Chankum.

3.1. Data periods

We analysed the detailed transactions of nine bank accounts to identify whether there is any suspicious transaction. The account owners of those accounts are:

1) Merit Gang
2) Ms. Thanaporn Jitkrajang ("Ms. Thanaporn")
3) Ms. Keeratikorn Lorlerlert("Ms. Keeratikorn")
4) Ms. Kanungnit Jitkrajang("Ms. Kanungnit")

The details of nine bank accounts are shown in Table 4.

No	Account owner	Bank	Account number	Type	Branch	Balance (THB)	Data period	Reference
1	Merit Gang	Bank of Ayudhya	3951340755	Saving	Phaholyothin (Elephant building)	46,000,866.28	05 Jan to 10 Jul 2015	Merit_BAY_Saving_1
2	Merit Gang	Bank of Ayudhya	3950008230	Current	Phaholyothin (Elephant building)	507,427.08	02 Jan to 10 Jul 2015	Merit_BAY_Current_1
3	Thanaporn Jitkrajang	Bank of Ayudhya	3951352323	Saving	Phaholyothin (Elephant building)	7,563,058.00	07 Jan to 02 Jul 2015	Thanaporn_BAY_Saving _1
4	Thanaporn Jitkrajang	Bank of Ayudhya	3951363070	Saving	Phaholyothin (Elephant building)	17,979,582.66	05 Jan to 10 Jul 2015	Thanaporn_BAY_Saving _2
5	Keeratikorn Lorlerlert	Bank of Ayudhya	3951392662	Saving	Phaholyothin (Elephant building)	214,395.06	29 Jan to 29 Jul 2015	Keeratikorn_BAY_Saving _1
6	Keeratikorn Lorlerlert	Bank of Ayudhya	3951338000	Saving	Phaholyothin (Elephant building)	55,034.89	03 Jan to 10 Jul 2015	Keeratikorn_BAY_Saving _2
7	Kanungnit Jitkrajang	Bank of Ayudhya	3951354461	Saving	Phaholyothin (Elephant building)	530,186.80	01 Jan to 10 Jul 2015	Kanungnit_BAY_Saving _1
8	Kanungnit Jitkrajang	Bank of Ayudhya	3951410763	Saving	Phaholyothin (Elephant building)	26,612.31	29 Jan to 29 Jul 2015	Kanungnit_BAY_Saving _2
9	Kanungnit Jitkrajang	Bank of Ayudhya	2141386110	Saving	Wang Hin Intersect	463.45	28 May to 02 Jul 2015	Kanungnit_BAY_Saving _3

Table 4: Details of bank account

These data sets are bank account transactions from different period of time (see Figure 16).

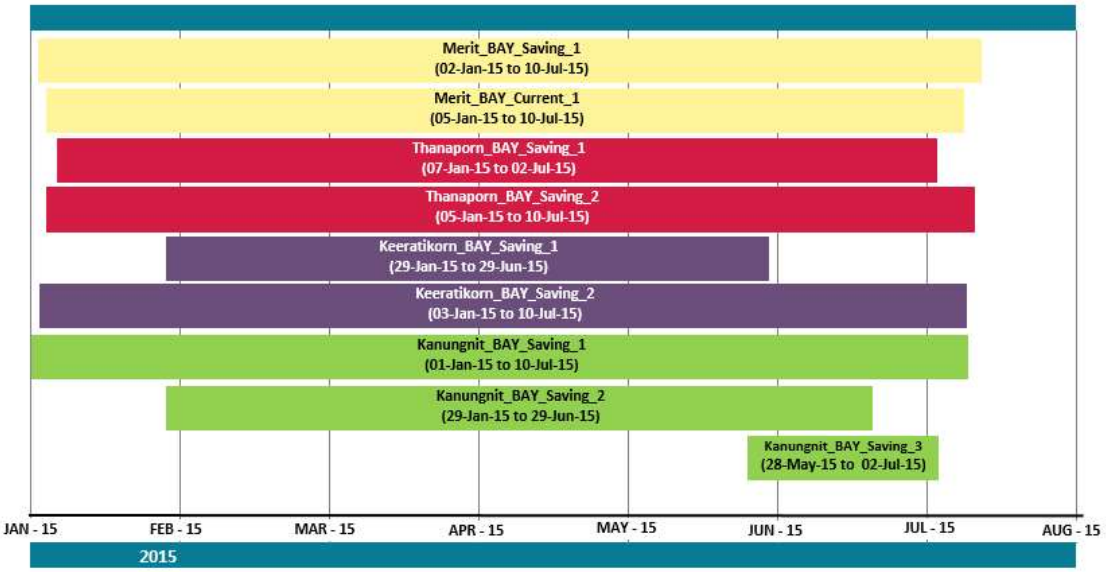

Figure 16: Data period of bank accounts

3.1.1.Finding summary

We found that there was a money transfer of Keeratikorn_BAY_Saving_2 to account number 6841015567 (see Figure 17) which belongs to Ms. Kreuwal Chankum, one of Mr. Chai's secretaries.

Figure 17: a transaction from the account Keeratikorn_BAY_Saving_2 to an account number 6841015567

The transfer was made on 2 July 2015 (see Figure 18) which implied that Ms.Keeratikorn and Ms. Kruewal known one another.

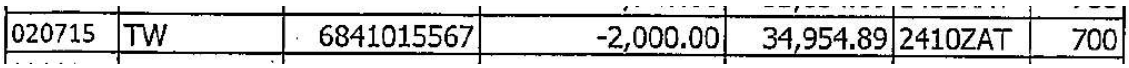

Figure 18: a transaction from Keeratikorn_BAY_Saving_2 to Ms. Kreuwal Chankum on 2 July 2015

Appendix

Call log analysis

There are call logs of four numbers were reviewed which are 081-869-3277, 089-222-6556, 081-803-2982, and 081-939-6826. Below are call log details and analyses.

Ms. Thanaporn Jitkrajang

There are three sets of Ms. Thanaporn call logs including two mobile numbers: 081-869-3277 and 089-222-6556. We analysed these data sets in three perspectives: frequency, duration and timing.

Call log of number 081-869-3277 from 28 May to 26 June 2015

Regarding the call log, the number 081-869-3277 made 282 calls to 61 destination numbers from 28 May 2015 to 26 June 2015. According to Figure 19, the top three frequent destination numbers called by this number are 085-453-5615, 089-133-7376 and 091-815-8645.

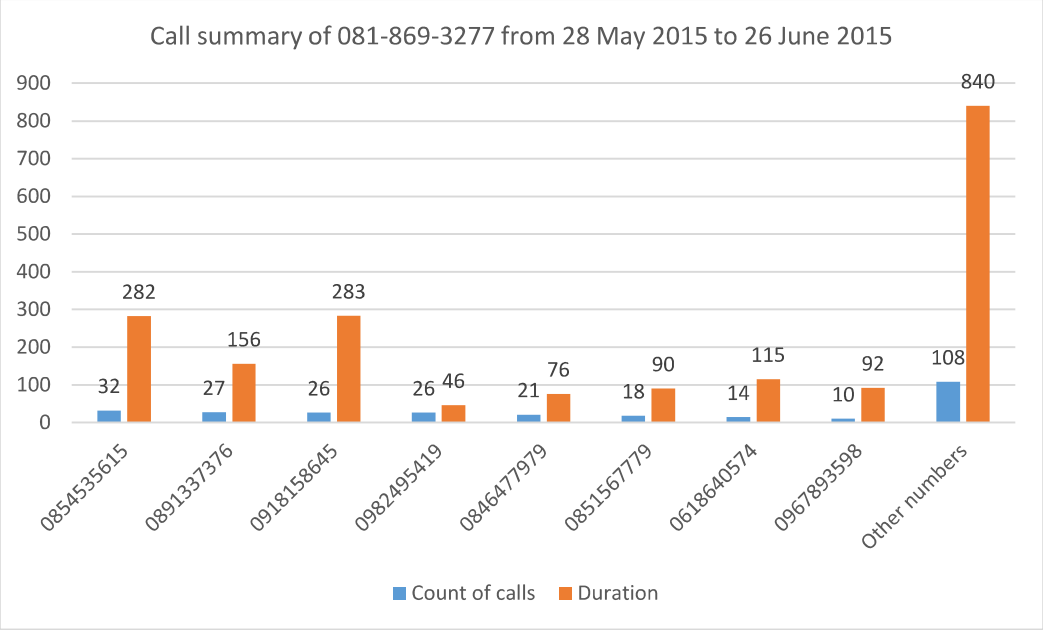

Figure 19: Call summary of 081-869-3277 from 28 May 2015 to 26 June 2015

- Call log of number 089-222-6556 from 9 August to 7 November 2014

According to call log during 9 August to 7 November 2014, Ms. Thanaporn made 179 calls to 48 destination numbers. According to Figure 20, the most frequent destination numbers called by this number are 082-455-9966, 089-757-9696, and 081-803-2982, respectively. Then, we verified the owners of number in her top calls and found the following information:

- Number 082-455-9966 belongs to Ms. Keeratikorn, Merit Gang's shareholder
- Number 081-803-2982 belongs to Mr. Chai, Thai Life's executive
- Number 02-246-9488 is Mr. Chai's office direct line

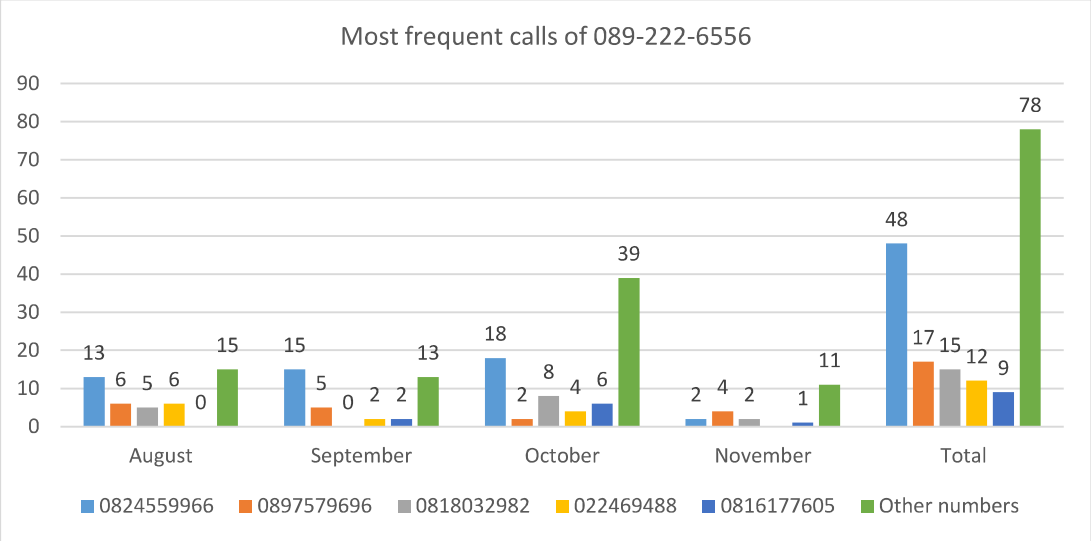

Figure 20: Most frequent calls of 089-222-6556

In terms of call duration, Ms.Thanaporn made the longest calls to 081-803-2982 (Mr. Chai), 156 minutes out of 808 minutes in total (see Figure 21).

In addition, the Thai Life office number is listed in Ms.Thanaporn's top calls in terms of both frequency and call duration.

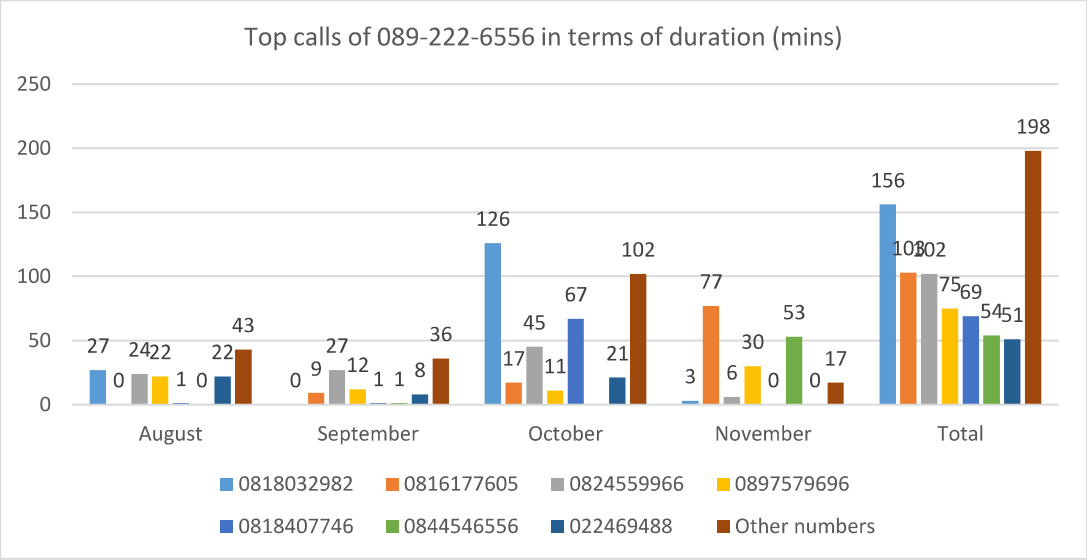

Figure 21: Top calls of 089-222-6556 in terms of duration (mins)

Then, we categorised calls into two groups: business hour and non-business hours. Calls made during 8 am to 6 pm in weekdays are grouped as business hour and calls made out of this period including weekends are grouped as non-business hour.

During business hours, Ms. Thanaporn made calls most frequently to 082-455-9966 (Ms. Keeratikorn's number). Ms. Thanaporn made phone calls to Mr. Chai two times during business hours, with 25 minutes duration (see Figure 22).

During non-business hours, the most frequent calls were made to 082-455-9966 (Ms. Keeratikorn's number) again. Ms. Thanaporn called Ms.Keeratikorn 25 times, with a total of 44 minutes call duration. The second most frequent calls were made to Mr. Chai, 13 times with a total of 131 minutes call duration (see Figure 23).

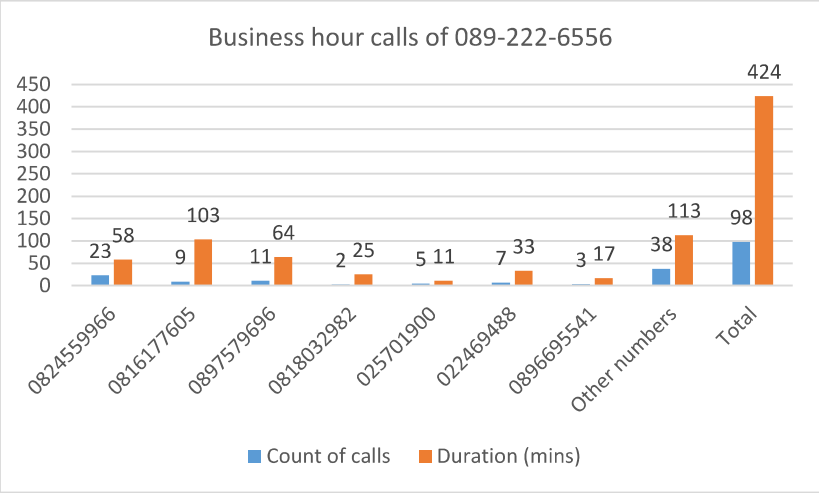

Figure 22: Business hour calls of 089-222-6556

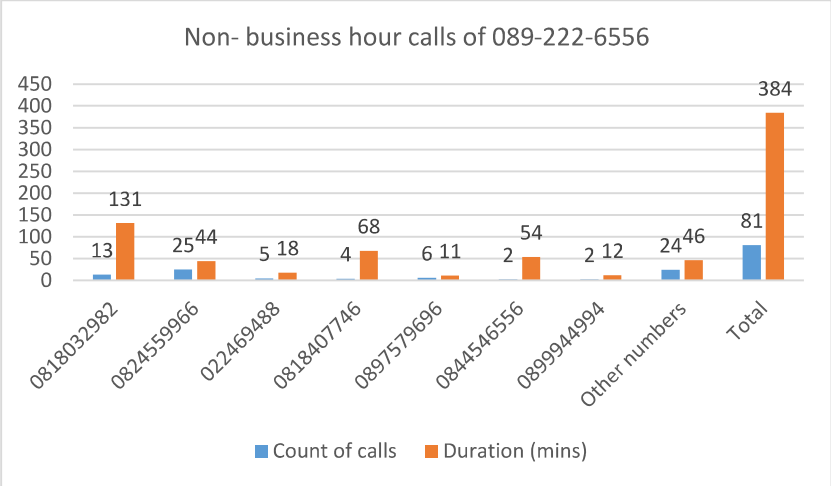

Figure 23: Non-business hour calls of 089-222-6556

- Call log of number 089-222-6556 from 7 to 20 July 2015

Figure 24 shown that Ms.Thanaporn made phone calls to number 082-455-9966 (Ms. Keeratikorn's) most frequently. There are four numbers that are the same numbers she called during August to November 2014 including: 082-455-9966, 089-757-9696, 089-669-5541 and 084-454-6556. This can imply that this number still belong to Ms. Thanaporn.

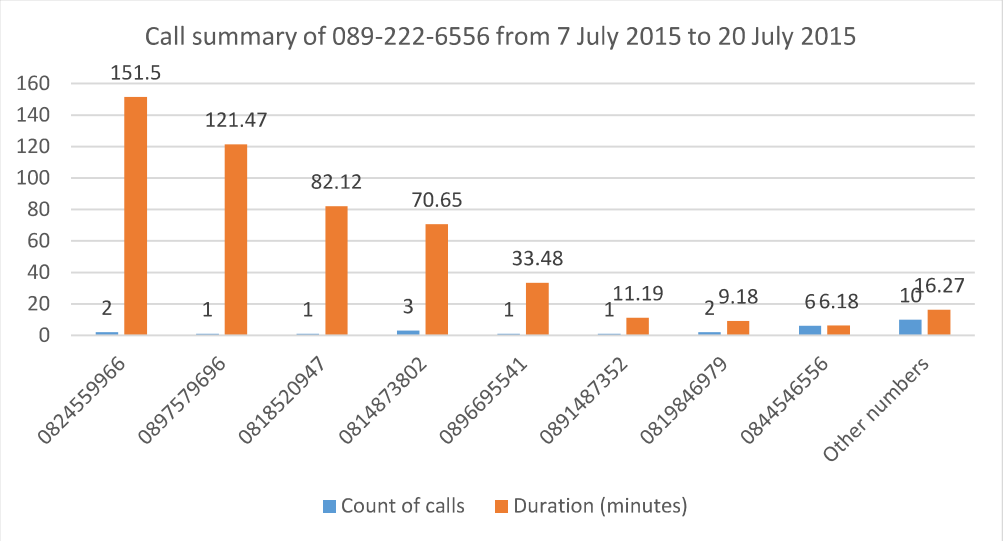

Figure 24: Call summary of 089-222-6556 from 7 to 20 July 2015

Mr. Chai Chaiyawan

There are two sets of Mr. Chai's call logs. We also analysed these data sets in three perspectives: frequency, duration and timing.

- Call log of number 081-803-2982 from 1 September 2014 to 30 November 2014

According to call history during September to November 2014, Mr. Chai made 379 calls in total. Figure 25 shows Mr. Chai's most frequent calls during the period.

The most frequent numbers which Mr. Chai called are 02-246-0000 (Thai Life office), 089-222-6556 (Ms. Thanaporn's number), and 089-161-3786 (an unknown prepaid number). In total of 379 calls, 149 calls were made to Thai Life office which is counted as 39.32 percent of total calls, and 114 calls (30 percent of total calls) were made to Ms. Thanaporn. In addition, there are 13 calls from Mr. Chai to Ms. Keeratikorn, a shareholder of Merit Gang.

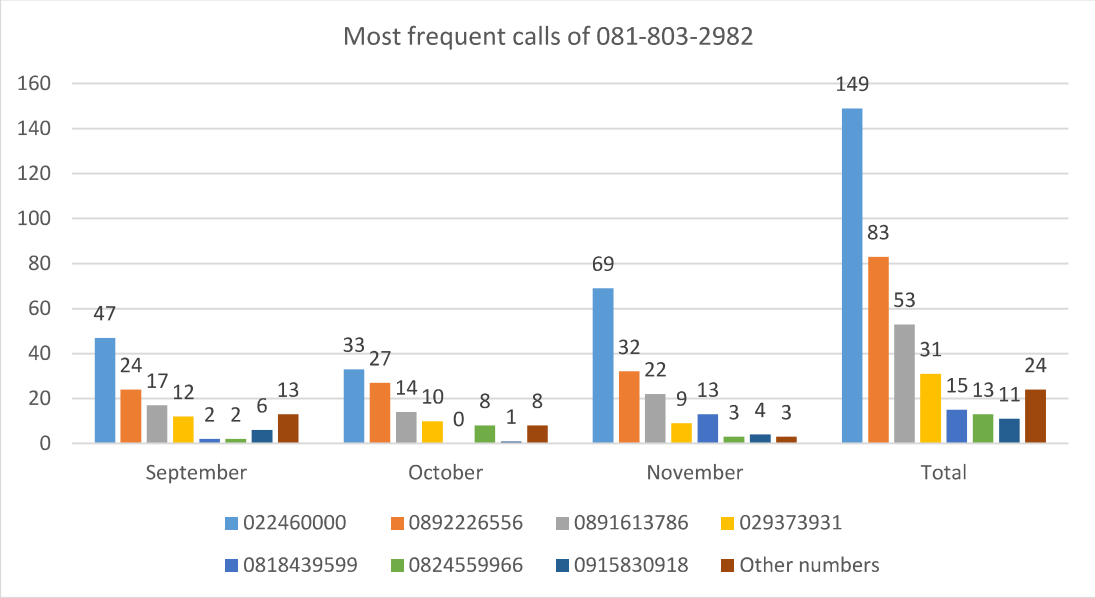

Figure 25: Most frequent calls of 081-803-2982

In terms of call duration, Mr. Chai made 1,742 minutes in total (see Figure 26). He made phone calls to 089-222-6556 (Ms. Thanaporn's number), for 624 minutes and to 02-937-3931 (Merit Gang office number) for 511 minutes. So, Mr. Chai made phone calls to Ms. Thanaporn and Merit Gang for 1,135 minutes out of 1,742 minutes in total which is approximately 65.15% of total call duration.

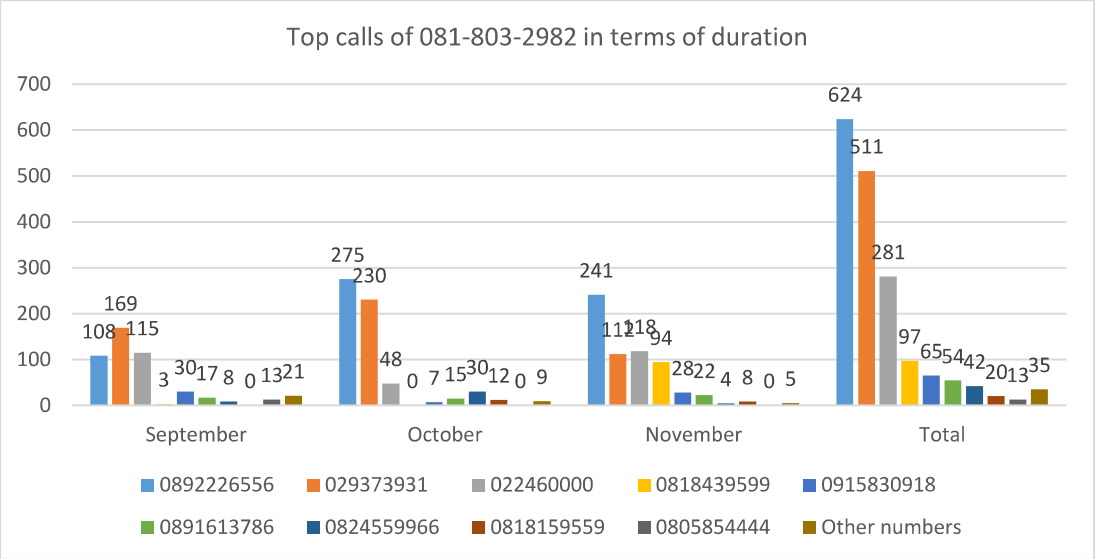

Figure 26: Top calls of 081-803-2982 in terms of duration

Regarding the call timing, according to Figure 27, Mr. Chai made phone calls during business hours to his office number 136 times; total time duration of calls is 262 minutes. The average duration per call is around 2 minutes. The second most frequent calls were made to 089-222-6556 (Ms. Thanaporn's number). He made calls to Ms. Thanaporn's personal number 17 times, with 23 minutes of total call duration. Mr. Chai made phone calls to Merit Gang office number 3 times; total call

duration is 28 minutes. The average of call is around 9 minutes per call which is the longest duration of calls in this call log.

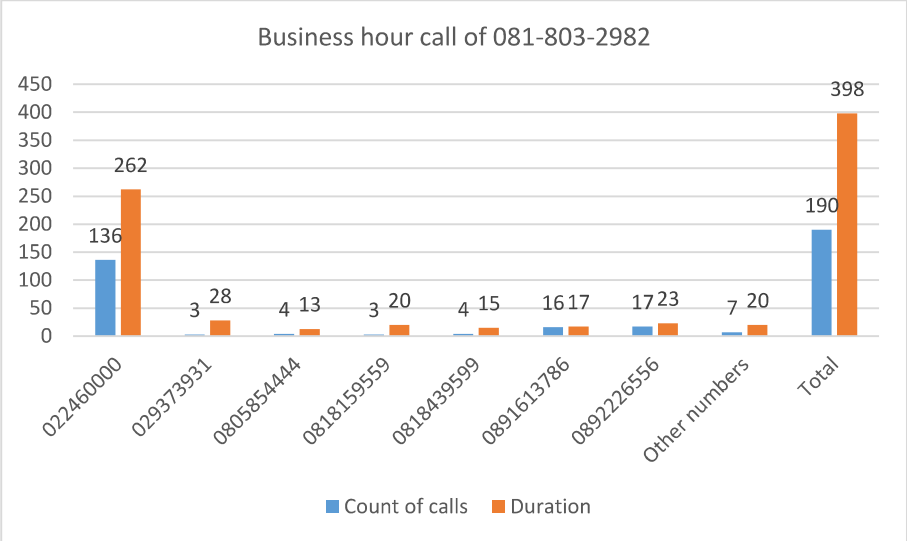

Figure 27: Business hour calls of 081-803-2982

During non-business hours, he made phone calls to Ms. Thanaporn's number 66 times; total call duration is 601 minutes (see Figure 28). The second most frequent calls he made to is also Ms. Thanaporn's office number, 28 times and 483 minutes of total call duration. Regarding time duration of calls he made during non-business hours, 914 minutes out of 1,344 minutes in total were made to Ms. Thanaporn which is counted as 80.65%.

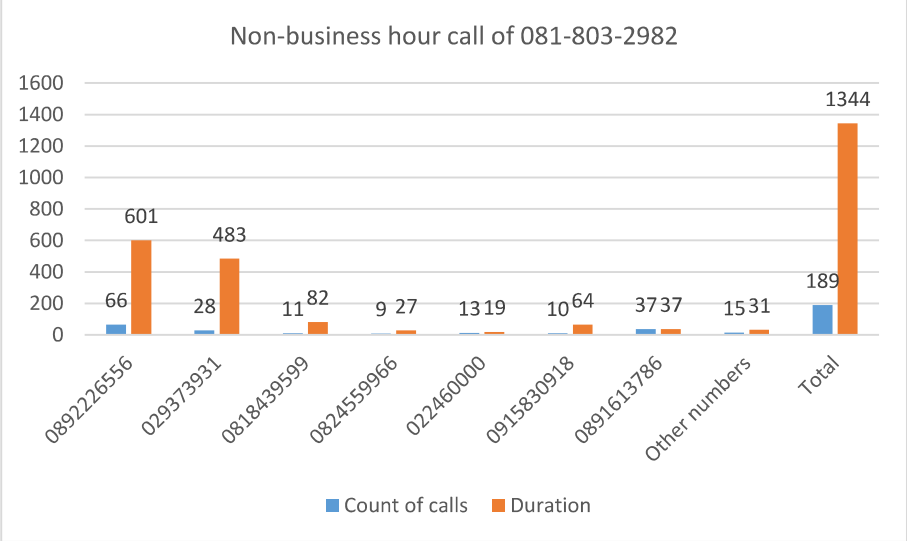

Figure 28: Non-business hour calls of 081-803-2982

- Call log of number 081-803-2982 from 20 to 23 May 2015

There are only 12 calls to four destination numbers were made during 20 to 23 May 2015. During this period, the most frequent calls was 095-414-2515 (see Figure 29). However, all the other four numbers that have been called do not match with the numbers Mr. Chai's calls during 1 September to 30 November 2014.

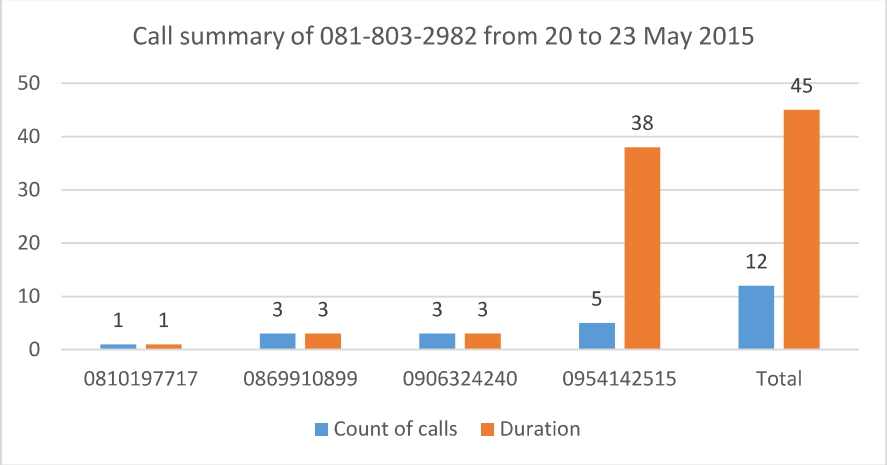

Figure 29: Call log during 081-803-2982

Ms. Duangduen Kongkasawad

- Call log of number 081-939-6826 from 12 April to 28 July 2015

According to Ms. Duangduen's call log, we found that she made phone calls to the following Thai Life employees:

- Number 089-143-9898 that belongs to Ms. Varaporn Leekulnimit
- Number 081-899-2241 that belongs to Ms. Chittima Sasithranont
- Number 081-838-6208 that belongs to Ms. Duangnaparat Srisuk

According to Figure 30, her top calls were made mainly to 096-886-6133, 081-804-2475, 081-640-9988, 089-815-8626 and 086-903-6668, respectively. However, we could not identify the owners of her destination calls. Regarding calls to people in the list, Ms. Duangduen called Ms. Thanaporn five times during the period, the other calls were made to her colleagues at Thai Life.

Calls made to Ms. Thanaporn were normally made on weekdays.

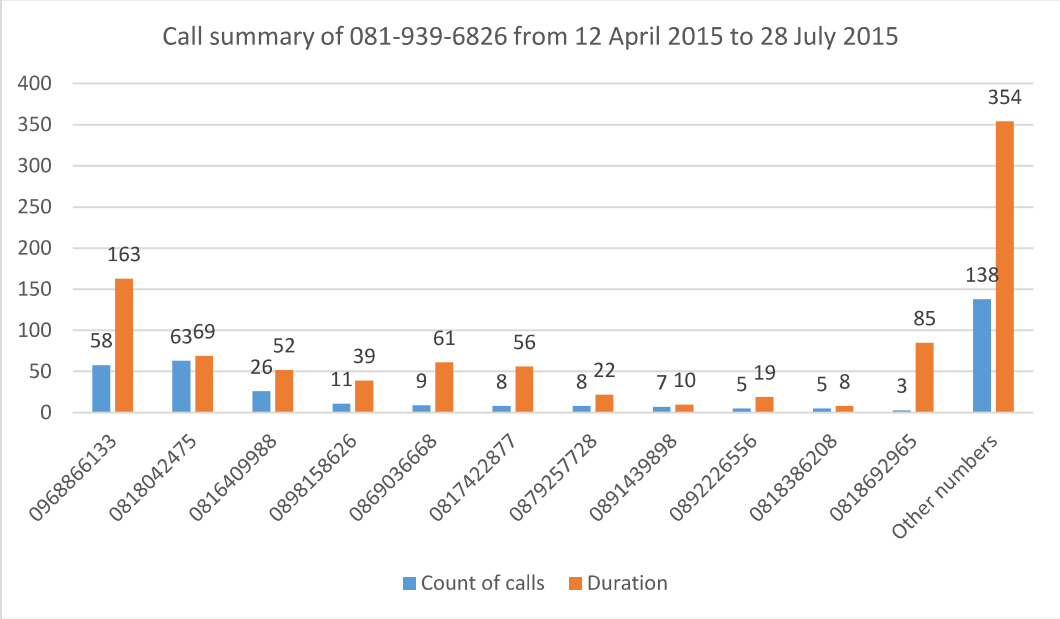

Figure 30: Call summary of 081-939-6826 from 12 April to 28 July 2015